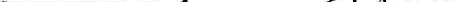


Examiner Signature		Date Considered 1-24-08
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<sup>1</sup>Unique citation designation number. <sup>2</sup>See attached Kinds of U.S. Patent Documents. <sup>3</sup>Enter Office that issued the document, by the two-letter code (WIPO Standard S.3). <sup>4</sup>For Japanese patent documents, the indication of the year of reign of the Emperor must precede the serial number of the patent document. <sup>5</sup>Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST.16 if possible. <sup>6</sup>Applicant is to place a check mark here if English language Translation is attached.

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**Complete if Known**

Application Number	10/015,968
Filing Date	12/06/2001
First Named Inventor:	Jacob, et al.
Art Unit	2152-2145
Examiner Name	Not yet assigned <i>Ajay Bhatia</i>

Sheet	1	of	1	Attorney Docket Number	4704.P010X
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**U.S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Document Number	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code <sup>2</sup> (if known)			
		us- 6,404,864 B1	06-11-2002	Evslin, et al.	
		us- 6,310,941 B1	10-30-2001	Crutcher, et al.	
		us- 6,304,637 B1	10-16-2001	Mirashrafi, et al.	
		us- 6,298,056 B1	10-02-2001	Pendse	
		us- 6,212,192 B1	04-03-2001	Mirashrafi, et al.	
		us- 6,199,096 B1	03-06-2001	Mirashrafi, et al.	
		us- 6,144,670	11-07-2000	Sponaugle, et al.	
		us- 5,987,102	11-16-1999	Elliott, et al.	
		us- 5,889,774	03-30-1999	Mirashrafi, et al.	
		us- 5,453,352	09-26-1995	Tachibana	
		us-			RECEIVED
		us-			DEC 18 2003
		us-			Technology Center 2100
		us-			

**FOREIGN PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Document	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
		Country Code <sup>3</sup> Number <sup>4</sup> Kind Code <sup>5</sup> (if known)				

Examiner Signature

*Ajay Bhatia*

Date Considered

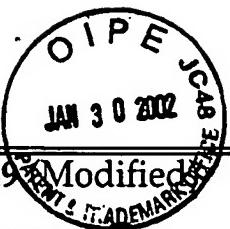
*12-24-05*

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<b>Form PTO-1449 Modified</b>		<b>Atty Docket No.:</b> 4704P010X	<b>Application No.:</b> 10/015,968
<b>List of Patents and Publications Statement</b>  (Use several sheets if necessary)		<b>Applicants:</b> Karl Jacob et al.  <b>Filing Date:</b> December 6, 2001	

<b>REFERENCE DESIGNATION</b>				<b>U.S. PATENT DOCUMENTS</b>			
<b>Exam. Initial</b>	<b>No.</b>	<b>Date</b>	<b>Document Number</b>	<b>Name</b>	<b>Class</b>	<b>Sub-Class</b>	<b>Filing Date</b>
AB		04/08/97	5,619,725	Gordon			
AB		06/16/98	5,768,348	Solomon, et al.			
AB		01/04/2000	6,011,794	Mordowitz, et al.			
AB		10/10/2000	6,130,933	Miloslavsky			
AB		01/16/2001	6,175,619 B1	DeSimone			
AB		02/06/2001	6,185,194 B1	Musk, et al.			
AB		02/13/2001	6,188,673B1	Bauer, et al.			
AB		02/20/2001	6,192,050 B1	Stovall			
AB		07/10/2001	6,259,774 B1	Miloslavsky			

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<b>Exam. Initial</b>	<b>No.</b>	<b>Document No.</b>	<b>Date</b>	<b>Country</b>	<b>Name</b>	<b>Class</b>	<b>Sub-Class</b>	<b>Trans-lation</b>

#### **OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)**

AB		"Expercity.com Launches Premier Online Marketplace for Expert Services", PR Newswire, 8/99
AB		Information about keen.com retrieved form the Internet [URL: <a href="http://www.keen.com">http://www.keen.com</a> ], on October 24, 2000
AB		Cynthia Hodgson, "Online Expert Databases & Services", Econtent, December 1999, p. 48-53
AB		Jeff Peline, "Net Firm to Connect Users by phone", CNET News.com, [retrieved from <a href="http://news.cnet.com">http://news.cnet.com</a> on October 24, 2001]
AB		"Keen.Com Launches First Live Answer Community", Press release retrieved from <a href="http://www.keen.com">http://www.keen.com</a> on October 24, 2000

<b>Examiner</b> - <i>[Signature]</i>	<b>Date Considered</b> <i>1-24-05</i>
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Form PTO-1449 Modified PATENT TRADEMARK				Atty Docket No.: 4704P010X	Application No.: 10/015,968			
List of Patents and Publications Statement (Use several sheets if necessary)				Applicants: Karl Jacob et al.  Filing Date: December 6, 2001				
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<i>AB</i>			6,026,087	Mirashrafi et al.				
<i>AB</i>		3/30/99	5,890,138	Godin et al.				
<i>AB</i>		5/16/00	6,064,978	Gardner et al.				
<i>AB</i>		4/15/97	5,619,991	Sloane				
<i>AB</i>		10/06/98	5,818,836	DuVal				
<i>AB</i>		04/24/2001	6,223,165 B1	Lauffer				
<i>AB</i>		03/18/86	4,577,065	Frey, et al.				
<i>AB</i>		07/11/89	4,847,890	Solomon, et al.				
<i>AB</i>		10/15/91	5,058,152	Solomon, et al.				
<i>AB</i>		11/01/94	5,361,295	Solomon, et al.				
<i>AB</i>		11/29/94	5,369,694	Bales, et al.				
<i>AB</i>		03/04/97	5,608,786	Gordon				
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Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Trans-lation
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)								
<i>AB</i>		"Connecting to On-Line Car Shoppers: Auto Sellers Use Netcall Internet Call -Button Technology to Turn Clicks into Interactive Sales", Business Wire, Page 4089., 7/99						
<i>AB</i>		Davey, Tom, "Wheeling and Dealing Online", PC Week, Vol. 13, No. 45, Pages 1, 129., 11/96						
<i>AB</i>		Collett, Stacey & Julie King, " Why Online Browsers Don't Become Buyers", Computerworld, Vol 33, No 48, Page 14						
<i>AB</i>		Information about Expertcity.com retrieved from the Internet [URL: <a href="http://www.expertcity.com">http://www.expertcity.com</a> ] on April 9, 2000						
<i>AB</i>		"Rent-An Expert On the Web", Information Week, Page 75, 9/99						
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EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.								

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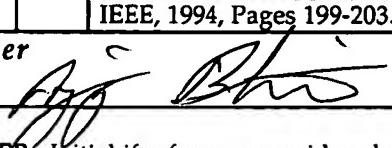
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List of Patents and Publications Statement  (Use several sheets if necessary)				Applicants: Karl Jacob et al.				
				Filing Date: December 6, 2001				
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AB			5,809,145	Slik, et al.				
AB			5,675,734	Hair				
AB			5,619,570	Tsutsui				
AB			5,557,677	Prytz				
AB			4,723,283	Nagasawa, et al.				
AB			4,677,434	Fascenda				
AB			4,631,428	Grimes				
AB			6,064,978	Gardener, et al.				
AB			6,046,762	Sonesh, et al.				
AB			6,029,141	Bezos, et al.				
AB			5,911,132	Sloane				
AB			5,619,148	Guo				
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Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Trans-lation
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AB		"USA Global Link Brings Interactively to Internet Shopping", Business Wire., 10/98						
AB		"Lucent Technology and Netscape Team to Deliver Lucent Ecommerce Solutions", Business Wire, 9/98						
AB		"TriNet's, Help Me, I'm Stuck, Internet Voice Button Services Pushes Web Pages to Online Users", Business Wire, 3/98						
AB		Tehrani, Rich, "e-Rip Van Winkle and the 60 second Nap", Call Center Solution, Vol. 18, No. 2, Pages 16(3), 8/99						
AB		"Netcall Internet Call Buttons Enhance E-Commerce Customer Service and Sales", PR Newswire, Page 7431, 8/99						
Examiner				Date Considered				
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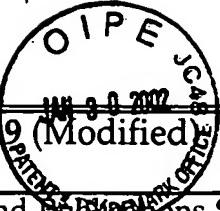
JAN 30 2002

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<b>Form PTO-144 (Modified)</b>				<b>Atty Docket No.:</b> 4704P010X	<b>Application No.:</b> 10/015,968			
<b>List of Patents and Publications Statement</b> (Use several sheets if necessary)				<b>Applicants:</b> Karl Jacob et al. <b>Filing Date:</b> December 6, 2001				
<b>REFERENCE DESIGNATION</b>				<b>U.S. PATENT DOCUMENTS</b>				
<b>Exam. Initial</b>	<b>No.</b>	<b>Date</b>	<b>Document Number</b>	<b>Name</b>	<b>Class</b>	<b>Sub-Class</b>	<b>Filing Date</b>	
<i>AB</i>			6,026,400	Suzuki				
<i>AB</i>			5,860,068	Cook				
<i>AB</i>			5,497,502	Castille				
<i>AB</i>			5,734,961	Castille				
<i>AB</i>			5,832,523	Kanai, et al.				
<i>AB</i>			6,055,513	Katz, et al.				
<i>AB</i>			5,999,609	Nishimura				
<i>AB</i>			5,987,430	Van Horne, et al.				
<i>AB</i>			5,974,141	Saito				
<i>AB</i>			5,878,130	Andrews, et al.				
<i>AB</i>			5,842,212	Ballurio, et al.				
<b>FOREIGN PATENT DOCUMENTS</b>								
<b>Exam. Initial</b>	<b>No.</b>	<b>Document No.</b>	<b>Date</b>	<b>Country</b>	<b>Name</b>	<b>Class</b>	<b>Sub-Class</b>	<b>Trans-lation</b>
<b>OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)</b>								
<i>AB</i>		Linda Littleton, "Meet the Shadowy Future," Proceedings ACM SIGUCCS User Services Conference XXII, Ypsilanti, Michigan October 16-19, 1994, Pages 205-210.						
<i>AB</i>		L. F. Ludwig and D.F. Dunn, "Laboratory for Emulation and Study of Integrated and Coordinated Media Communication," Conference on Office Information Systems, March 23-25, 1988, Sponsored by ACM SIGOIS and IEEECS TC-OA in cooperation with IFIP W.G. 8.4, Pages 283-291.						
<i>AB</i>		E.J. Addeo, A.B. Dayao, A.D. Gelman and V.F. Massa, "An Experimental Multi-Media Bridging System," Frontiers in Computer Communications Technology, Computer Communications Review, Vol. 17, No. 5, August 11-13, 1987, Pages 236-242.						
<i>AB</i>		ISDN Tutorial:Definitions, <a href="http://www.ralphb.net/ISDN/defs.html">http://www.ralphb.net/ISDN/defs.html</a> , printed on April 21, 2000.						
<i>AB</i>		ISDN Tutorial: Interfaces, <a href="http://www.ralphb.net/ISDN/ifaces.html">http://www.ralphb.net/ISDN/ifaces.html</a> , printed on April 21, 2000.						
<b>Examiner</b>	<i>J. B. H.</i>			<b>Date Considered</b> <i>1-24-08</i>				
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<b>Form PTO-1449 (Modified)</b>				<b>Atty Docket No.:</b> 4704P010X	<b>Application No.:</b> 10/015,968			
List of Patents and Publications Statement  (Use several sheets if necessary)				<b>Applicants:</b> Karl Jacob et al.  <b>Filing Date:</b> December 6, 2001				
<b>REFERENCE DESIGNATION</b>				<b>U.S. PATENT DOCUMENTS</b>				
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AB			5,590,197	Chen, et al.				
AB			5,555,298	Jonsson				
AB			5,539,735	Moskowitz				
AB			5,537,314	Kanter				
AB			5,359,508	Rossides				
AB			5,347,632	Filepp, et al.				
AB			5,325,424	Grube				
AB			5,319,542	King, Jr. et al.				
AB			5,148,474	Haralambopoulos, et al				
AB			5,058,152	Solomon, et al.				
AB			4,751,669	Sturgis, et al.				
<b>FOREIGN PATENT DOCUMENTS</b>								
<b>Exam. Initial</b>	<b>No.</b>	<b>Document No.</b>	<b>Date</b>	<b>Country</b>	<b>Name</b>	<b>Class</b>	<b>Sub-Class</b>	<b>Translati n</b>
<b>OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)</b>								
AB		Kiyoshi Kabeya, Akihiro Tomihisa and Sueharu Miyahara, "A New Teleconsultation Terminal System Using ISDN," NTT Review, Vol. 3, No. 4, July 1991, Pages 37-43.						
AB		Masahiko Hase, Shuji Kawakubo and Mineo Shoman, "Advanced Videophone System Using Synchronized Video Filing Equipment," NTT Review, Vol. 3, No. 4 July 1991, Pages 29-36.						
AB		Franco Mercalli and Roberto Negrini, "The ESSAI Teleshopping System: An Example of a Broadband Multimedia Application," Publication No. 0-7803-1820-X/94, IEEE, 1994, Pages 572-576.						
AB		Abhaya Asthana and Paul Krzyzanowski, "A Small Domain Communications System for Personalized Shopping Assistance," Proceedings of ICPWC'94, Publication No. 0-7803-1996-6/94, IEEE, 1994, Pages 199-203.						
<b>Examiner</b>				<b>Date Considered</b>				
				1-24-03				
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<b>List of Patents and Publications Statement</b> (Use several sheets if necessary)		<b>Applicants:</b> Karl Jacob et al.  <b>Filing Date:</b> December 6, 2001	

<b>REFERENCE DESIGNATION</b>			<b>U.S. PATENT DOCUMENTS</b>				
<b>Exam. Initial</b>	<b>No.</b>	<b>Date</b>	<b>Document Number</b>	<b>Name</b>	<b>Class</b>	<b>Sub-Class</b>	<b>Filing Date</b>
AB			5,722,418	Bro			
AB			5,721,763	Joseph, et al.			
AB			5,718,247	Frankel			
AB			5,717,860	Graber, et al.			
AB			5,715,314	Payne, et al.			
AB			5,712,979	Graber, et al.			
AB			5,710,887	Chelliah, et al.			
AB			5,694,549	Carlin, et al.			
AB			5,638,432	Wille, et al.			
AB			5,634,012	Stefik, et al.			
AB			5,602,905	Mettke			

#### **FOREIGN PATENT DOCUMENTS**

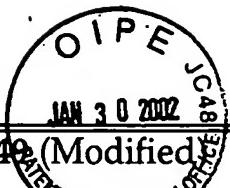
<b>Exam. Initial</b>	<b>No.</b>	<b>Document No.</b>	<b>Date</b>	<b>Country</b>	<b>Name</b>	<b>Class</b>	<b>Sub-Class</b>	<b>Trans-lation</b>

#### **OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)**

AB	Multimedia Communication in a Medical Environment, IEEE 1991 Singapore I.C. on Networks, 166
AB	A New Teleconsultation Terminal System Using ISDN, NTT Review, July 1991, 37
AB	MiniPay: Charging Per Click on the Web, CNISDN, 1997 v29, 939
AB	Caring for Customers: Real-time text chat and telephony provide personalized customer support and turn queries into sales leads, Internet World Media, September 1999

<b>Examiner</b> - <i>[Signature]</i>	<b>Date Considered</b> <i>1-24-05</i>
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**EXAMINER:** Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.



<b>Form PTO-1449 (Modified)</b>				<b>Atty Docket No.:</b> 4704P010X	<b>Application No.:</b> 10/015,968			
<b>List of Patents and Publications Statement</b>  (Use several sheets if necessary)				<b>Applicants:</b> Karl Jacob et al.				
				<b>Filing Date:</b> December 6, 2001				
<b>REFERENCE DESIGNATION</b>				<b>U.S. PATENT DOCUMENTS</b>				
<b>Exam. Initial</b>	<b>No.</b>	<b>Date</b>	<b>Document Number</b>	<b>Name</b>	<b>Class</b>	<b>Sub-Class</b>	<b>Filing Date</b>	
AB			5,819,271	Mahoney, et al.				
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AB			5,819,092	Ferguson, et al.				
AB			5,812,769	Graber, et al.				
AB			5,809,119	Tonomura, et al.				
AB			5,794,221	Egendorf				
AB			5,778,367	Wesinger, Jr., et al.				
AB			5,768,521	Dedrick				
AB			5,745,681	Levine, et al.				
AB			5,740,231	Cohn, et al.				
AB			5,724,424	Gifford				
<b>FOREIGN PATENT DOCUMENTS</b>								
<b>Exam. Initial</b>	<b>No.</b>	<b>Document No.</b>	<b>Date</b>	<b>Country</b>	<b>Name</b>	<b>Class</b>	<b>Sub-Class</b>	<b>Trans-lation</b>
<b>OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)</b>								
AB		When Business Plan and real World Clash, Wall Street Journal, 9 June 1999, B1						
AB		Hidden Cost of Tech Support, PC World, May 1995, 143						
AB		NetBazaar: Networked Electronic Markets for Trading Computation and Information Services, ECDL 1998 - Research and Advanced Technology for Digital Libraries, 839						
AB		Multimedia Collaborative Remote Consultation Tools via Gigabit WAN in Teleradiology, IEEE 1994 Phoenix, 417						
<i>[Signature]</i>		<i>[Signature]</i> <b>Date Considered</b> <i>1-24-03</i>						
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Form PTO-144B (Modified)				Atty Docket No.: 4704P010X	Application No.: 10/015,968			
List of Patents and Publications Statement  (Use several sheets if necessary)				Applicants: Karl Jacob et al.				
				Filing Date: December 6, 2001				
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AB			5,884,282	Robinson				
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AB			5,884,032	Bateman, et al.				
AB			5,870,744	Sprague				
AB			5,864,871	Kitain, et al.				
AB			5,862,223	Walker, et al.				
AB			5,850,433	Rondeau				
AB			5,835,896	Fisher, et al.				
AB			5,825,876	Peterson, Jr.				
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AB			5,819,285	Damico, et al.				
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AB		JP409233441A	9/5/97	Japan Application Sakai				
AB		WO 98/04061	1/29/98	PCT Application Walker, et al.				
AB		GB 2329046A	10/3/99	UK Patent Application Mitel corporaton				
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Examiner <i>[Signature]</i>			Date Considered <i>1-24-05</i>					
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.								



Form PTO-1449 (Modified)				Atty Docket No.: 4704P010X	Application No.: 10/015,968			
List of Patents and Publications Statement  (Use several sheets if necessary)				Applicants: Karl Jacob et al.  Filing Date: December 6, 2001				
REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS				
Exam. Initia l	No.	Date	Document Number	Name	Class	Sub- Class	Filing Date	
<i>AB</i>			6,058,379	Odom, et al				
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